FAQs for EPH Online Courses

Top three causes of problems:

1. Not using Google Chrome to access courses.

   - Use Google Chrome and a windows-based computer for the best user experience.
   - The newest versions of Edge, Safari, Chrome and Firefox (desktop version only) are supported. Internet Explorer is not supported.
   - Apple devices and mobile devices may be used but can cause problems when completing the course.

2. Having an outdated link. Always get links from ahs.ca/ephed.
3. Using a Mac device to access courses.

FAQs and common problems:

1. **I can't get into course; the link I have doesn't work**
2. **I can't create an account**
3. **I forget my password**
4. **I can't access my certificate**
5. **I can't view/print my certificate**
6. **I don't have a printer and need a different way to save my certificate**
7. **I can't print my certificate from my phone**
8. **The Alberta Food Safety Basics interactive course isn't working properly**
9. **The Alberta Food Safety Basics interactive course is looping/not working properly at chicken wing activity**

I can't get into course; the link I have doesn't work

I have a course link but can't get into the course, it takes me to the Blackboard homepage.

Explanation: Links to our courses changed on January 3rd, 2019. If you have bookmarked a course link prior to this date, or a link has been given to you, it is possible that it is outdated.

Solution:

1. Go to ahs.ca/ephed
2. Scroll down to Online Courses
3. Select the course you would like to take
   a. If you need help accessing and completing a course, please review the instructions on accessing and completing these courses available on the webpage. If you have already registered, don't register again, just sign in.
   b. Bookmark the ahs.ca/ephed site for future reference.
   c. Delete old bookmark and/or inform others who provided outdated link.

I can't create an account

I have the correct link (accessed link from [EPH Education page](#)) but can't log in.

Explanation: The password requirements are quite complex. Ensure that your password has all of the following:

1. 10 characters
2. 1 number
3. 1 uppercase letter
4. 1 lowercase letter
5. 1 special character

Solution: Create password following the requirements above.

I forget my password
Solution:

1. Go to Sign In screen in CourseSites.
2. Click on Forget Password link which appears below the Sign In button.

I can't access my certificate

I previously completed the course but can't access certificate. I end up on the Blackboard homepage.

Explanation: Our courses were moved on January 3rd, 2019. Unfortunately, this move was out of our control and the result is that there is no access to the old courses and certificates. There was a notice on each course directing students to always print and/or save their certificate immediately. There was also a notice that the course site was being decommissioned at the end of 2018.

Solution: Send email with details including course name, completion date and user name to epheducation@ahs.ca.

I can't view/print my certificate

I passed the test (received 80 or higher) but the print icon to print the certificate doesn't appear.

Explanation: This is a problem that happens periodically, we apologize for the inconvenience.

Solution: Email information including course name, completion date and user name to eph.education@ahs.ca.

I don't have a printer and need a different way to save my certificate

Solution 1: Print as PDF in Google Chrome. Click *Print Certificate*. Click the Change button under Destination and select Save as PDF.

Solution 2: Print Screen the certificate and paste into Word document. Use the PrtSc key on your keyboard to take a screenshot of your certificate. Open a Word document and use Ctrl P to paste the screenshot. Save the Word document.

I can't print certificate from my phone

Solution: You can take a screenshot of the certificate from your phone. How you do this varies by phone. We recommend that you Google how to do this.

1. **Samsung:**
    a. Get the screen that you want to capture ready to go.
    b. Simultaneously press the power button and the home button.
    c. You'll now be able to see the screenshot in the Gallery app, or in Samsung's built-in "My Files" file browser.
2. **iPhone X:**
    a. Because iPhone XS, XS Max and iPhone XR don't have a Home button, you have to use the Side button to take a screenshot instead.
    b. Open the app or screen you want to capture.
    c. Set up everything exactly the way you want it for the shot.
    d. Press and hold the Side button on the right side of iPhone X, iPhone XS, iPhone XS Max, or iPhone XZR.
    e. Click the Volume Up button at the exact same time. This replaces the Home button step from previous iPhones.
    f. The screen will flash white and you'll hear the camera shutter sound (if your sound is enabled).
3. **iPhone 8 and earlier**
    a. Go to the exact screen you want to capture.
    b. Press and hold the Power button on the right side and click the Home button at the exact same time. This helps ensure you don't activate Touch ID or Siri by accident while trying to take your screenshot.
    c. The screen will flash white and you'll hear the camera shutter sound (if your sound is enabled).
    d. If you're on iOS 10 or earlier, the screenshot will be saved to your All Photos album (or Camera Roll if you're not using iCloud Photo Library). If you're using the iOS 11, this process will be slightly different.

The Alberta Food Safety Basics interactive course isn't working properly.

I have logged into the course but the interactive course is stalling.

Explanation: In order to ensure a good user experience with the interactive course, a fast internet connection using Google Chrome is required.

Solution: Access the course using a computer (as opposed to a mobile device), using Google Chrome as the browser as well as being directly connected to the internet (instead of using a wireless connection). Close all other webpages and programs to ensure a better user experience. If everything else fails, take the booklet and test option instead.

Browser Requirements:

- Use Google Chrome and a windows-based computer for the best user experience.
- The newest versions of Edge, Safari, Chrome and Firefox (desktop version only) are supported. Internet Explorer is not supported.
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The Alberta Food Safety Basics interactive course is looping/not working properly at chicken wing activity

There is sometimes a glitch in the system when you attempt the Work in the Restaurant – Food Preparation Chicken Wing section.

Explanation: This looping behavior is a known problem and we apologize for any inconvenience.

Solution: Click on **Work in the Restaurant** on the top left of the page and attempt the other food items. If nothing works, use the **Menu** on the left hand side and click on the individual sections for **Food Preparation** which include Preparing Chicken Fried Rice, Preparing Salad, Preparing Chili and Food Prep Review. Once complete you can Go to the next topic: **Cleaning and Sanitization**.

For more information, visit Environmental Public Health
ahs.ca/eph

Alberta Health Services

For assistance contact:

- 1-855-247-3433

- epheducation@ash.ca or edm.epheducation@ahs.ca

For more information, please contact your nearest Environmental Public Health office.

Edmonton Main Office	780-735-1800	Grande Prairie Main Office	780-513-7517
Calgary Main Office	403-943-2288	Red Deer Main Office	403-356-6366
Lethbridge Main Office	403-388-6689	www.ahs.ca/eph	